

Job Title: TECHNICAL MANAGER IV - OPERATIONS COMMUNICATIONS CENTER MANAGER - IPR#46524

Agency : Department of Transportation

Closing Date/Time: 06/07/2023

Salary: \$5,120-\$9,155 Monthly

Job Type: Salaried Full Time

County: Sangamon

Number of Vacancies: 1

Plan/BU: NR916 - Protech Teamsters

This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.

All applicants who want to be considered for this position MUST apply electronically through the illinois.jobs2web.com website. State of Illinois employees should click the link near the top left to apply through the **SuccessFactors employee career portal.**

Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.

Agency Mission Statement

The Illinois Department of Transportation is seeking to hire an Operations Communications Center Manager.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

The department offers extensive training and career advancement opportunities. Employees also receive a robust benefit package including:

- Monday-Friday work schedule
- Flexible work schedules are available in many program areas.
- Health, Life, Vision, and Dental Insurance
- Pension Plan
- (10) Weeks paid Maternity/Paternity Leave
- Deferred Compensation Program and other pre-tax benefit programs (Medical/Daycare)
- Employees earn (12) paid Sick Days annually.
- New Employees earn (10) paid Vacation Days their first year of service and can earn up to (25) paid Vacation Days annually.
- Employees earn (3) paid Personal Days annually.
- (13-14) paid holidays annually (based on start date)
- Tuition Reimbursement

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

Job Responsibilities

This position is responsible for managing the central Bureau of Operations' Communications Center's day-to-day operations by performing, coordinating, and ensuring operational and output functions of the Communications Center are accomplished in an effective, reliable, and professional manner according to standard operating practices which result in meeting departmental objectives. The incumbent develops procedures for effective management of communications. This position actively supports and participates in emergency response functions.

Radio messages handled annually:	35,000+
Highway condition reports processed annually:	1500+
Highway incident reports prepared annually:	2500+
Communications Center equipment value:	\$6,000,000+
Communications Center operations:	24 hours/day, 7 days/week

This position reports to the Incident Management and Communications Systems Manager. Reporting to this position are the Operations Communications Specialist 11, Operations Communications Specialist I, and Operations Communications Specialist Trainee.

This position has the complicated task of performing, coordinating, and ensuring effective 24 hour per day response to requests every day of the year. This task is complicated due to the complexity of the state highway system, which encompasses the Office of Highways Project Implementation (OHPI) district offices; many state police districts; several Illinois Emergency Management Agency (IEMA) regions; various county and local highway departments, police departments, and fire departments; and a variety of population densities and geography. The incumbent provides direction and coordination for the Illinois Department of Transportation (IDOT) response and ensures the continual operation of the Communications Center. The incumbent may be required to report to work at any time during emergency situations.

Typical problems encountered by the incumbent include those associated with evaluating the significance and extent of highway incidents and hazardous situations; determining the data needed to react appropriately for all incidents; providing for the rapid and accurate dissemination of descriptive information to appropriate field personnel, the central Bureau of Operations liaisons, department executives, and other state agencies; ascertaining and recommending procedural revisions to improve the Communications Center service; and maintaining effective coordination with other agencies during protracted emergency conditions. The greatest challenge of this position is to ensure that staff can determine and execute all appropriate standard operating procedures to rectify and resolve hazardous situations involving the state highway system to restore a safe condition as expeditiously as possible.

(Job Responsibilities continued)

The incumbent instructs personnel regarding proper equipment operation and detection of equipment malfunctions; trains departmental personnel in radio system operations; provides for the retention of records according to the State Records Act; prepares summary reports; and updates Communications Center reference materials as required. The incumbent provides communication support with the department's statewide radio communications system. The incumbent supervises subordinate staff providing direction in the development, evaluation, coordination, and distribution of Incident and Road Condition Reports and prescribing appropriate action to alert responsible department managers to take necessary actions. Along with other staff, the incumbent serves to ensure prompt, professional response to the Communications Center operational requirements and highway emergencies. The incumbent maintains training and exercise requirements including classroom training in earthquake preparedness, terrorism preparedness, strategic national stockpile preparedness, and hazardous materials first responder training. The incumbent develops alternatives and recommends changes to specialty computer programs and software used in the Communications Center. The incumbent serves as an IDOT liaison to the State Emergency Operations Center during state activations. The incumbent ensures that time records are complete and accurate for payroll submittal. The incumbent completes staff evaluations.

The incumbent accomplishes accountabilities through the following staff:

Operations Communications Specialist II who is accountable for performing and coordinating the operational and output functions of the department's Communications Center by receiving, accurately recording, properly transmitting information and messages regarding statewide highway and bridge conditions, and incidents.

Operations Communications Specialist I who is accountable for assisting other Communications Center staff by performing and providing direction in the development, evaluation, and coordination of the distribution of Incident and Road Condition Reports and prescribing appropriate action to alert responsible department managers to take necessary actions.

Operations Communication Specialist Trainee who for a period of six to twelve months, receives on-the-job training in the operation and function of the Communications Center. The incumbent learns and retains telecommunications applications information and becomes familiar with the IDOT procedures and practices related to the Communications Center.

(Job Responsibilities continued)

The incumbent works within the confines of the applicable departmental and Federal Communication Commission (FCC) policies and procedures. However, considerable independent judgment is required in arranging for prompt and effective responses to demands and emergencies. The incumbent has wide latitude to initiate actions as deemed appropriate and refers matters of a unique scope or controversy to the Incident Management and Communications Systems Manager.

The incumbent maintains internal contact with nearly all department offices to ensure accurate condition assessment and to enable prompt and effective response to all types of situations. The incumbent maintains contact with the IDOT district offices regarding traffic conditions, highway conditions, crashes, natural disasters, and hazardous situations. S/He maintains external contact with the Illinois State Police (ISP) and IEMA personnel to ensure accurate condition assessment and to enable prompt and effective responses to all types of situations. Other external contacts include the Office of the Governor; Office of the Attorney General; state legislative personnel; Illinois Environmental Protection Agency (IEPA) personnel; railroad personnel; and local police officers, fire chiefs, and emergency services response personnel. The incumbent may be required to report to work at any time during emergency situations. Occasional statewide travel with occasional overnight stays is required.

The effectiveness of this position is measured by the prompt response and proper handling of the Communications Center to all types of situations.

Principal Accountabilities

1. Performs and coordinates the operational and output functions of the Communications Center by receiving, recording, and transmitting information and messages received by the Communications Center's radio, telephone, and communication media.
2. Ensures correct evaluation, prompt response, and professional handling of all statewide highway and bridge incidents reported to the Communications Center.
3. Collects, coordinates, and creates various reports. Ensures information is correct on the report and it is properly distributed so the resolution of hazardous conditions and incidents by department executives, district personnel, police departments, fire departments, and other emergency services or response personnel is accomplished as required.
4. Ensures that time records are complete and accurate for payroll submittal.
5. Tests all communications equipment and ensures it is operational and properly maintained.
6. Reviews and ensures Communications Center reference materials are updated and maintained as required.
7. Administers training courses for newly hired, promoted, or transferred personnel regarding proper equipment operations and Communications Center procedures.
8. Participates in classroom training and exercises.
9. Reviews and implements improvements to training procedures, standard operating procedures, and Communications Center equipment.
10. Develops alternatives and recommends changes to specialty computer programs and software used in the Communication Center.
11. Serves as an IDOT liaison to the State Emergency Operations Center during state activations.
12. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
13. Performs other duties as assigned.

Qualifications

Position Requirements

- Education/Experience
 - Completion of a bachelor's degree majoring in management, communications, public speaking, information technology, network administration, electronics technology, or government PLUS two years of experience managing personnel and/or projects, working in a communications center or call center handling responses to calls, managing varying schedules of personnel, dispatching resources, creating incident reports, validating and timely disseminating of information, working with GIS maps, publishing to websites, working in data processing, or a combination thereof; OR
 - Eight years of experience managing personnel and/or projects, working in a communications center or call center handling responses to calls, managing varying schedules of personnel, dispatching resources, creating incident reports, validating and timely disseminating of information, working with GIS maps, publishing to websites, working in data processing, or a combination thereof

- Ability to pass the Law Enforcement Agencies Data System (LEADS) operator certification within one month of hire and maintain the certification
- 24-hour emergency call availability
- Successful completion of an agency security check
- Valid driver's license
- Occasional statewide travel with occasional overnight stays

Position Desirables

- Certification in the Department of Homeland Security National Incident Management courses including ICS 100, 200, 300, 400, 700 and 800
- Effective oral and written communication skills
- Ability to work well under pressure
- Ability to maintain harmonious relationships with diverse groups of people
- Strong attention to detail
- Working knowledge of communication equipment
- Ability to develop and present training classes
- Supervisory experience

Work Hours: 8:00 A.M. - 4:30 P.M. Monday-Friday

Work Location: 2300 S Dirksen Pkwy Springfield, IL 62764-0001

Office: Office of Highways Project Implementation/Bureau of Operations

Agency Contact: DOT.CONTACTHR@ILLINOIS.GOV

Job Family: Transportation; Leadership & Management; Public Safety; Science, Technology, Engineering & Mathematics

APPLICATION INSTRUCTIONS

Use the "Apply" button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the Illinois.jobs2web.com homepage in the blue ribbon.

Non-State employees should log in on the using the "View Profile" link in the top right of the Illinois.jobs2web.com homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the career portal for State employees and review the **Internal Candidate Application Job Aid**

Non-State employees: on Illinois.jobs2web.com – click "Application Procedures" in the footer of every page of the website.

The main form of communication will be through email. Please check your "junk mail", "spam", or "other" folder for communication(s) regarding any submitted application(s). You may receive emails from the following addresses:

- donotreply@SIL-P1.ns2cloud.com
- systems@SIL-P1.ns2cloud.com